

#1  
08/22/01

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE et al.

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS



Group Art Unit:2755

Examiner: UNASSIGNED

RECEIVED  
AUG 20 2001  
Technology Center 2100

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
United States Patent and Trademark Office  
Washington, D.C. 20231

Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, a copy of U.S. patent application Serial No. 09/547,650, filed April 12, 2000 for "Method For Processing A Customer Concern" and drawings as filed is being submitted herewith for consideration by the Examiner.

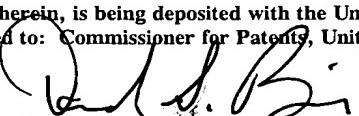
While this Statement is being filed in compliance with the duty of disclosure, citation of the attached patent application is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

**CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8**

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:

8/14/01  
Date of Deposit

DAVID S. BIR  
Name of Person Signing

  
Signature

Consideration and entry into the record of this patent application is respectfully requested.

Respectfully submitted,

**WILLIAM T. ROWSE et al.**

By:   
DAVID S. BIR  
Reg. No. 38,383  
Attorney/Agent for Applicants

Date: August 14, 2001

**BROOKS & KUSHMAN P.C.**  
1000 Town Center, 22nd Floor  
Southfield, MI 48075  
Phone: 248-358-4400  
Fax: 248-358-3351

Attachments